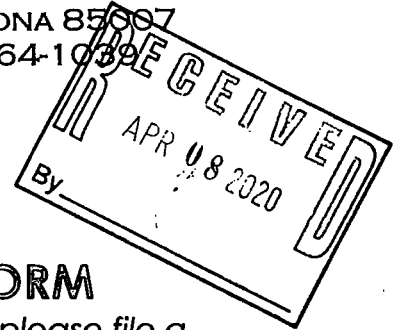


ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD

1740 W. ADAMS ST., SUITE 4600, PHOENIX, ARIZONA 85007

PHONE (602) 364-1PET (1738) FAX (602) 364-1039

VETBOARD.AZ.GOV



COMPLAINT INVESTIGATION FORM

If there is an issue with more than one veterinarian please file a separate Complaint Investigation Form for each veterinarian

PLEASE PRINT OR TYPE

FOR OFFICE USE ONLY

Date Received: April 8, 2020 Case Number: 20-96

A. THIS COMPLAINT IS FILED AGAINST THE FOLLOWING:

Name of Veterinarian/CVT: Don't know....

Premise Name: Cerbat Cliffs Animal Hospital

Premise Address: 4110 Stockton Hill Rd

City: Kingman State: AZ Zip Code: 86409

Telephone: (928) 757-8855

B. INFORMATION REGARDING THE INDIVIDUAL FILING COMPLAINT*:

Name: David Grower

Address: [redacted]

City: [redacted] State: [redacted] Zip Code: [redacted]

Home Telephone: [redacted] Cell Telephone: [redacted]

*STATE LAW REQUIRES WE HAVE TO DISCLOSE YOUR NAME UNLESS WE CAN SHOW THAT DISCLOSURE WILL RESULT IN SUBSTANTIAL HARM TO YOU, SOMEONE ELSE OR THE PUBLIC PER A.R.S. § 41-1010. IF YOU HAVE REASON TO BELIEVE THAT SUBSTANTIAL HARM WILL RESULT IN DISCLOSURE OF YOUR NAME PLEASE PROVIDE COPIES OF RESTRAINING ORDERS OR OTHER DOCUMENTATION.

C. PATIENT INFORMATION (1):

Name: Mr. Benny
Breed/Species: Rat terrier
Age: _____ Sex: M Color: Black and tan

PATIENT INFORMATION (2):

Name: _____
Breed/Species: _____
Age: _____ Sex: _____ Color: _____

D. VETERINARIANS WHO HAVE PROVIDED CARE TO THIS PET FOR THIS ISSUE:

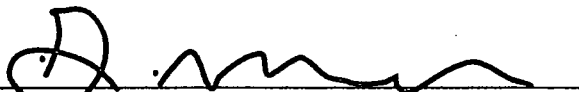
Please provide the name, address and phone number for each veterinarian.

E. WITNESS INFORMATION:

Please provide the name, address and phone number of each witness that has direct knowledge regarding this case.

Attestation of Person Requesting Investigation

By signing this form, I declare that the information contained herein is true and accurate to the best of my knowledge. Further, I authorize the release of any and all medical records or information necessary to complete the investigation of this case.

Signature: 

4/8/2020

Date: _____

F. ALLEGATIONS and/or CONCERNS:

Please provide all information that you feel is relevant to the complaint. This portion must be either typewritten or clearly printed in ink.

PLEASE HELP ME...

5 WEEKS AGO MY DOG WAS KILLED IN THE PARKING LOT OF WALMART IN KINGMAN ARIZONA... I WAS IN THE STORE AND UNAWARE THAT THIS HAD HAPPENED. A STRANGER TOOK HIS CORPSE TO A VETERINARY HOSPITAL.

They were in contact with my sister in Oceanside, California because of information on the chip. 3 hours later she informed me that he had passed away.

I was on my way to California for treatment of a recent heart attack so left for California with my heart broken.

I am still in the grieving process for my dear Mr. Benny.

I received an email from them yesterday saying that they had been trying to get ahold of me which is a lie. I called them to ask them why they were contacting me.

The tone at their end was quite ugly.

Apparently they have kept my dog's corpse in a freezer. They asked me what I wanted to do with it. They inferred some kind of financial extortion using his corpse as a weapon... They continue to harass me with emails after I told them to cease and desist. I have given them no permissions. Do not know who took my dog's corpse to them. I have no idea why they kept his dead body.

My belief is that all living things are of the spirit. When the soul leaves the body the body is just carrion. I would have never given them permission to do this.

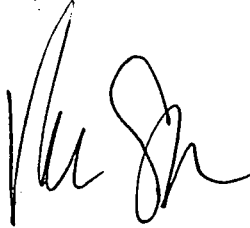
Please help me stop this harassment.

David Grower

Case number
20-96

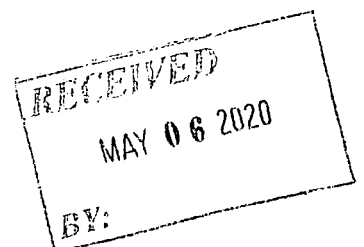
I have never spoken to David Grower. He has only spoken to a veterinary assistant, Jessica Jablonski. My understanding is the dog was found hit by a car in the Walmart parking lot. The person that found the dog brought it into Cerbat Cliffs Animal Hospital. Dr. Madelyn Melchior was currently at the clinic after hours seeing an emergency and the pet was deceased upon arrival. Jessica scanned the dog and found a microchip. She called the available numbers with no answer. She spoke to Mr. Grower's sister (another contact with the chip) and she had the owner contact Jessica on the emergency line. At that time Mr. Grower stated he wanted his dog cremated and ashes sent to him. Jessica attempted to facilitate this for him. He was advised at this time of the price of cremation with ashes returned. With no return calls from Mr. Grower and him not coming to complete client paperwork, the dog was not sent for cremation and kept in cold storage. Approximately 1 month later, the dog was noted to still be held in the freezer and Jessica again attempted to call Mr. Grower unsuccessfully. She then sent an email (attached) to try to determine the course of action for the body. He did call one time, receptionist, Pas Yocum, answered. She stated the connection was not good, she could not understand Mr. Grower's yelling, and he hung up. After the response to Jessica's email was received it was understood Mr. Grower no longer wanted the remains of his dog and the pet was sent to a crematorium for communal cremation on 4/7/2020. No further attempted contact has been made since he replied to the email.

Thank you,



Veronica Spencer DVM

(928) 757-8855





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INVESTIGATIVE DIVISION REPORT

TO: Arizona State Veterinary Medical Examining Board

FROM: Investigative Division

RE: Case: 20-96

Complainant(s): David Grower

Respondent(s): Veronica Spencer, DVM (License: 4589)

SUMMARY:

Complaint Received at Board Office: 4/8/20

Board Discussion: 8/19/20

APPLICABLE STATUTES AND RULES:

Laws as Amended August 2018
(Lime Green); Rules as Revised
September 2013 (Yellow)

On March 3, 2020, Complainant's dog, "Mr. Benny," a male Rat Terrier, was hit by a car in a Walmart parking lot. A Good Samaritan found the dog and brought his body to Respondent's premises. The dog was microchipped and staff was able to speak with Complainant's sister, who passed on the information to Complainant.

Complainant elected to have the dog cremated with ashes returned and agreed to complete the paperwork at the premises the following day. Complainant did not show up therefore the dog's remains were not sent out for cremation and remained in cold storage.

On April 7, 2020, Respondent's staff attempted to reach out to Complainant to determine what course of action should be taken with the dog's remains. Based on Complainant's response, it was understood he no longer wanted the dog's remains therefore the dog was sent to a crematorium for communal cremation.

Complainant felt that Respondent's premise was harassing him.

PROPOSED 'FINDINGS of FACT':

1. On March 3, 2020, Complainant's dog was hit by a car in a Walmart parking lot. A Good Samaritan found the dog and brought his body to Respondent's premises; the dog was dead on arrival. The dog was microchipped and staff called the phone number the microchipped was registered to; it did not ring and there was no voicemail. Staff called the emergency contact registered with the microchip and was able to leave a message asking someone to call back regarding the dog. Later that evening, staff was able to speak with Complainant's sister, who was advised that the dog was deceased. Complainant's sister stated she would pass the information to Complainant, ask him to return their call or come to the premises to discuss how to care for the dog's remains.
2. Later that evening, Complainant called; staff advised him of what transpired with the dog and a paw print was made. Complainant was grateful; he elected to have the dog cremated with ashes returned and agreed to complete the paperwork at the premises the following day. Complainant did not show up therefore the dog's remains were not sent out for cremation and remained in cold storage.
3. On April 7, 2020, Respondent's staff attempted to reach out to Complainant to determine what course of action should be taken with the dog's remains. Staff called Complainant but the phone number would not ring, therefore an email was sent to Complainant.
4. Later that day, Complainant called, was yelling at reception staff however he could not be understood. Complainant hung up. Shortly after that, an email was received from Complainant upset that they still had the dog's remains and asked if they were trying to extort money from him. Based on Complainant's response, it was understood he no longer wanted the dog's remains therefore the dog was sent to a crematorium for communal cremation.
5. Complainant indicated in his complaint that Respondent's premise was harassing him.

The information contained in this report was obtained from the case file, which includes the complaint, the respondent's response, any consulting veterinarian or witness input, and any other sources used to gather information for the investigation.

TR

Tracy A. Riendeau, CVT
Investigative Division